

"Can you help get the potholes in my street patched, or lower my property taxes?"

Unfortunately, there are limits to the types of cases in which I can help. For example, it is inappropriate for me as a federal legislator to intervene in on-going legal or judicial proceedings.

In addition, I have no authority over programs administered by the State of Oregon, even federally funded programs such as the Food Stamp program or the Oregon Health Plan.

I also cannot intervene in private matters or local issues such as zoning, property taxes and road repair that are under the jurisdiction of the city or county in which you live. I hope you find the following suggested contacts helpful in resolving local issues.

City Issues:

Mayor, City Manager, City Council members

County Issues:

County Commissioners

State Issues:

Governor's Office/Citizens' Representative
State Capitol

Salem, OR 97310 503-378-4582

Oregon State Senate President

State Capitol Salem, OR 97310 503-986-1600

Oregon State House Speaker

State Capitol Salem, OR 97310 503-986-1200

Attorney Referral, Oregon Bar 800-452-7636

You can also contact me through my four field offices:

Pendleton

541-278-1129; Fax: 541-278-4109

Jager Bldg., 116 S. Main, Suite 3
Pendleton, OR 97801

Hours: M-F, 7:30 a.m. to 4:30 p.m.

Medford

541-608-9102; Fax: 541-608-9104

Security Plaza, 1175 E. Main, Suite 2D
Medford, OR 97504

Hours: T W Th, 8 a.m. to Noon

Eugene

541-465-6750; Fax: 541-465-6808

Wayne Morse Federal Courthouse
405 E. 8th Avenue, Suite 2010
Eugene, OR 97401

Hours: M-F, 8:30 a.m. to 5:30 p.m.

Bend

541-318-1298; Fax: 541-318-1396

Jamison Bldg., 131 NW Hawthorne, Suite 208
Bend, OR 97701

Hours: M W Th, 9 a.m. to 1 p.m.

For helpful information on the U.S. Senate and the federal government, please visit my website at

<http://gsmith.senate.gov>



Senator Gordon Smith
Helping Oregonians
Resolve Problems
with Federal Agencies





Dear Friends:

If you are an Oregon resident encountering problems with a federal agency, I may be able to help you. I employ four Constituent Service Representatives in my Portland office who receive hundreds of calls and letters each week from Oregonians seeking assistance. My staff members specialize in working with constituents who have encountered problems with government agencies and would be happy to assist you.

“Senator, can you help me get my social security checks?”

While it isn't possible to set aside federal laws, rules and regulations for an individual, my staff and I can help Oregonians with misunderstandings, disagreements and other problems they are having with federal agencies. Although some cases can take longer to resolve than others,

many requests for assistance can be resolved with a letter or phone call from my office.

My staff members work with all federal agencies. Some of the agencies we contact on a daily basis include:

- Internal Revenue Service
- U.S. CIS (Immigration & Citizenship)
- Social Security Administration
- Department of Veterans Affairs
- State Department (Passports)
- United States Postal Service
- Department of Defense
- Medicare and Health Care agencies

“How do I get your help?”

Under the Privacy Act of 1974, I can initiate a federal agency inquiry on behalf of constituents only with their express written authorization. My staff can send the necessary form to you, you can download the form from my website, or you can send a letter to my office explaining your problem and giving me permission to make inquiries and receive information on your behalf. Remember that this authorization must be signed.

In addition, I need your full name, address, daytime phone number, pertinent case or file numbers (ie: social security number, alien registration or USCIS case number, military service number, VA claim number, etc.). Copies of previous correspondence with an agency can also provide helpful background for my staff.

Please send your written requests for help to:

**One World Trade Center
121 SW Salmon, Suite 1250
Portland, OR 97204**

If your letter and supporting material is less than six pages, you can also fax it to me at **503-326-2900**.

Agencies can take three to four weeks or even longer to respond. A member of my staff will contact you as soon as we receive a response. If you wish to follow up on your case after a reasonable amount of time has passed, please contact my Portland office at **503-326-3386**.

“Should I contact you or another representative?”

As one of two U.S. Senators for Oregon, I represent the entire state. In addition, you have a U.S. Representative who specifically represents your individual Congressional district.

When you contact me, it is important to let me know if you have already contacted another of your federal legislators. The chances of success do not necessarily increase if more than one federal legislator gets involved. In fact, it can be counter-productive. Responding to multiple inquiries duplicates the work for agencies, leaving them less time to actually work on processing your case.